

Provider Support Call 4-21-15

Questions and Answers

April 2015 - Monthly Provider Support Call Summary

Please share with your case managers and administrative staff or other employees.

Each month the WDH-Behavioral Health Division holds a monthly provider support call to let providers know what is going on and give additional clarification on items that have been released. **The next call is Tuesday May 19 at 2pm.**

CALL TOPICS & SUMMARY

Provider Cost Survey and meetings

In order to rebase rates, the Division contracted with Navigant Consulting LLC to conduct a Provider Cost Study (For large providers and a separate one for Smaller providers) and a separate Case Management Cost Study. These studies involve providers participating in a data collection exercise to report on their actual costs during a specified timeframe. The surveys will also ask about the cost changes due to recent waiver changes.

The training is not necessary in order to participate in the survey, but it helps to hear wear to report your financial information to ensure everyone completes it consistently. It will take a while to complete, but we are on a short timeframe to get the data collected in order to rebase rates over the summer and have a proposal for the legislature this fall. The more respondents that participate the better the results will be!

The provider survey training times and locations were emailed out. There will be a call in number for these trainings for those who cannot travel. Please look at the schedule to mark your calendars! (This was emailed to everyone last week from Jamie).

Large Provider Survey Training (2 times available)

- Monday, April 27 from 130 pm to 4 pm – Cheyenne (Centurylink Basement Conference room) (1-877-278-8686 Code 058448)
- Tuesday, April 28 from 12 noon to -230 pm – Casper (Oil & Gas Commission Hearing Room) (1-877-278-8686 Code 058448)

Small Provider Survey Training (Less than \$500,000 a year from waiver dollars) (2 times available)

- Tuesday, April 28 from 300 pm to 530 pm – Casper (Oil & Gas Commission Hearing Room) (1-877-278-8686 Code 058448)
- Friday, May 1 from 2 pm to 4 pm (Webinar and Conference call available)

Case Manager Taskforce meeting and survey review schedule

2nd meeting, to review draft survey and give input, train on survey and data gathering process

- Wednesday, April 29 from 10 am – 1230 pm (Casper at the Oil & Gas Commission Hearing and conference call (1-877-278-8686 Code 058448)

The project website will have all of the materials posted and an email will be sent out to providers with that website address by Friday afternoon.

Proposed Rules posted for informal comment

As most of you probably read, we have posted draft rule changes for the BHD waivers for an informal public comment period. We received great input and suggestions and will be making some revisions this week, then we will follow the formal promulgation steps by getting permission from the Governor's office to promulgate the rules and post them for formal comments. During that timeframe, we will have a public hearing in Cheyenne with a call in option for people to participate remotely. These rules are available on the Division's website: <http://www.health.wyo.gov/ddd/index.html>.

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Training requirements for select services

We would like to remind all providers of the training requirements that went into effect with the Comprehensive and Supports waivers.

- A case manager must complete (8) eight hours of annual training in areas specified by the Division each year to recertify. Individuals must keep certificates or confirmation of attendance and provide a copy for agency personnel files if working for an agency.
- Individual Habilitation Training providers with in one year of being certified in this service, and annually thereafter, must successfully complete at least eight (8) hours of continued education in any of the following areas: specific disabilities or diagnosed conditions related to the population he/she serves, in writing measurable objectives, gathering using data to develop better training programs, or training modules posted by the Division.
- Community Integration Services and Prevocational Service providers. Within one year of being certified in this service, 1 staff person working at least 50% of their time as a supervisor must be certified in a nationally recognized supported employment curriculum and demonstrate that a portion of their time each month is spent training direct care staff on exploring employment interests, working on job readiness skills, or other employment related activities with participants. If a provider does not hire staff then the provider must meet these requirements.
- Employment Discovery and Customization and Supported Employment Providers. Within one year of being certified in these services, 1 staff person working at least 50% of their time as a job coach/developer must be certified in a nationally recognized supported employment curriculum if serving up to 10 participants in these services, and for every 10 participants after-one additional staff working at least 50% of their time as a job coach/developer must be certified. If a provider does not hire staff then the provider must meet these requirements.
- *NOTE: The Positive behavior support curriculum training needed for Crisis Intervention Services will be extended since providers and BHD have had difficulty finding the necessary training. We will send out more information on training options in the next week.*

Wolfs form 109b to State Auditor's Office and banking verification

We have a critical change to our vendor maintenance policy. Effective Monday, April 20, 2015 we will no longer accept electronic copies (scan, e-mail, fax, etc.) of banking verification (e.g. voided check, direct deposit authorization, EFT bank certification form). Effective Monday, we must receive the original documentation. We will accept an original/unused voided check, an original signed/dated direct deposit authorization form (from the vendor's financial institution), a signed/dated letter (on financial institution's official letterhead) verifying banking information, or an original signed/dated State Auditor's Office provided EFT/bank certification form. Banking verification received by the State Auditor's Office prior to Monday, April 20th will be processed according to the previous policy.

Conflict Free Case Management Application and Approval process

We have completed reviewing nearly all of the applications and letters have been sent to case managers to indicate missing information. All missing information and Conflict of Interest statements should be submitted by April 30 along with a transition plan for those who have conflicts to resolve. Once this is done, you will be issued a letter indicating that you are free of conflict. For those of you that still have conflicts to resolve, please include a transition plan with your application that indicates how you will be free of conflict by July 1, 2015. We must have a viable transition plan to approve your application as we have to ensure that all case managers are free of conflict by the deadline. Beginning May 1, the Division will be requesting 30 day notices be sent to participants whose case managers have not completed the process and submitted transition plans to allow time for the participant to choose a new case manager and the transition process to begin. If you have questions about your application please contact your provider support specialist.

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HCBS Transition Plan approved and Setting survey updates

The Division is in the process of reviewing all of the provider HCB setting surveys that were submitted by providers along with evidence and artifacts of compliance with the new standards. We started issuing final compliance reports to providers last Wednesday and will continue to send them out in waves. Once you get the reports, please read through the first page of instructions for the next steps you will take. Don't be alarmed if your agency has been found out of compliance with a lot of the areas. Many providers do a lot of the items well, but you did not have a formal way of providing proof to us so we know that you have a "system" for making sure you do these things regularly. And because the state did not have to prove providers were in compliance in these areas, we did not ask you to have these policies and procedures or practices in place. So when you see a noncompliance listed, we want you to put a transition plan together on how you will formally ensure that your agency will comply with that rule and plan the type of artifact or evidence you will be able to provide that demonstrates compliance. We will all be helping each other through these next steps and the Division staff who reviewed your report will be available for technical assistance. Providers will need to develop and submit transition plans to the Division by October 1, so you have several months to talk with your leadership and fellow providers in order to address areas that are found to be noncompliant. The report also has canned language that will help all providers understand the changes they should make to improve their services and fully meet the intent of the new standards.

If a provider did not submit a survey and were required to, the Division will issue those providers a corrective action plan and an out of compliance report in order to ensure all providers make the necessary changes to continue to operate as a certified provider.

Transitioning participants from Child DD to Comprehensive Waiver

The Child DD waiver will be ending June 30, 2015. All CDD records should have started the transfer process by now. Comprehensive plans of care must be submitted to the Division no later than May 31, 2015 for the approval process. In some cases, as the Division reviews psychological evaluations for eligibility, some have been found not to meet criteria. The Division will continue the transfer process at this time with a provisional eligibility approval, but will work with teams to review psychological evaluations or obtain new psychological evaluations soon. Please follow these cases closely to ensure the transfer process is completed, and plans are submitted by May 31, 2015.

Funding letters for people on the ABI Wait List who are also now on the Supports Waiver wait list

Rory is sending out funding letters this week to people who were on the ABI wait list and are now approved to go on the Supports Waiver since the last amendment was approved.

Next call is May19 at 2 pm.

Monthly Support call notes are posted to our website:

<http://health.wyo.gov/ddd/ComprehensiveandSupportsWaiver.html>

Thank you for reading and for making time to call in each month!